



TITLE VI PROGRAM August 2023



Joshua Champlin
Director, Kern County Public Works
2700 M Street, Suite 400
Bakersfield, CA 93301
Alexa Kolosky, Public Works Manager
Kern Transit



TABLE OF CONTENTS

1. Introduction	3
2. Title VI Notice to the Public	4
a. Locations of Public Notice	
3. Complaint Procedure	10
4. Complaint Form	15
5. Public Participation Plan	25
a. Summary of Outreach Efforts 2021 – 2023	
6. Language Assistance Plan	27
a. Language Assistance Goals	
b. Four Factor Analysis – Meaningful Access	
c. Provision of Service	
d. Language Assistance Services and Availability	
e. Staff Training	
f. Monitoring	
7. Statements	31
a. Transit-Related Title VI Investigations, Complaints, and Lawsuits	
b. Non-Elected Committees and Counsels	
c. Determination of Site or Location of Facilities	
8. Systemwide Service Standards	32
a. Vehicle Load	
b. Vehicle Headway	
c. On-Time Performance	
d. Service Availability	
9. Systemwide Service Policies	33
a. Distribution of Transit Amenities	
b. Vehicle Assignment	
10. Board Resolution Approving the Title VI Plan	34

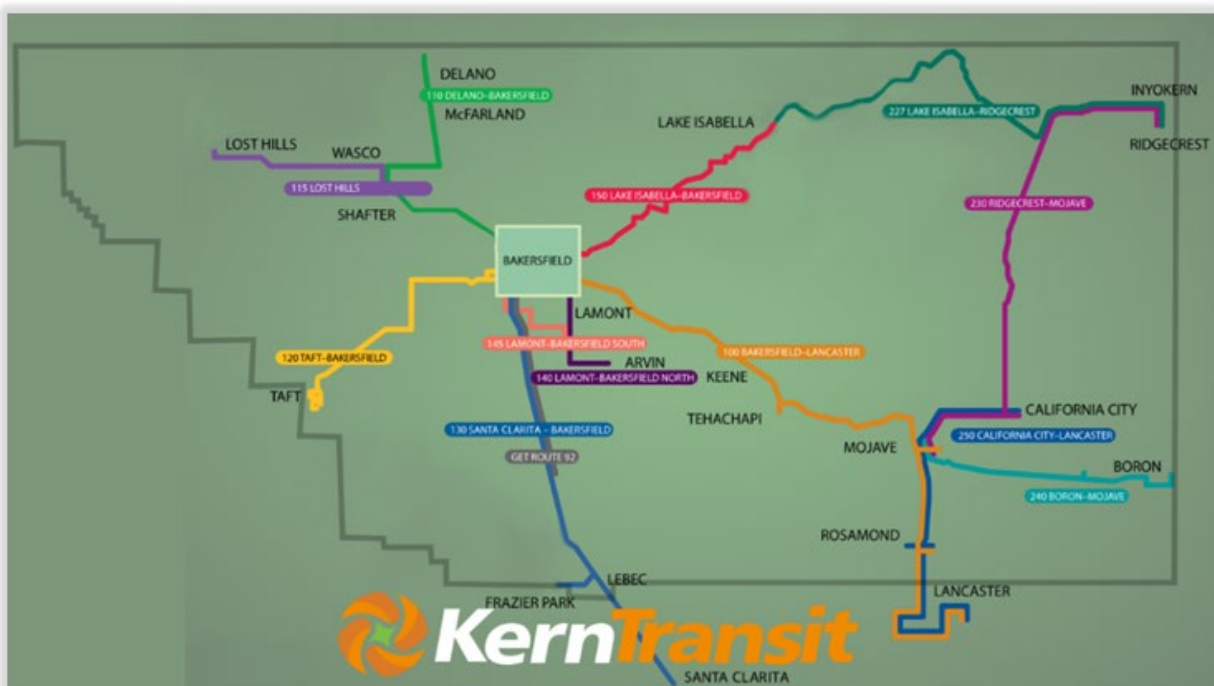
1. INTRODUCTION

The Civil Rights Act of 1964 prohibits discrimination based on race, color, or national origin. Title VI of the Act states that “No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

As a federal grant recipient, Kern Transit is required to maintain and provide information on its compliance with the Title VI regulations. In accordance with Title 49, Section 21.9(b) of the Code of Federal Regulations, this Title VI plan was prepared by Kern Transit and approved by the Kern County Board of Supervisors.

Kern Transit is committed to ensuring that no person shall be denied participation in its services or denied the benefits of its services based on race, color, or national origin. Kern Transit was established in 1981 as a division of the Kern County Public Works Department. Kern Transit employs four personnel: one Public Works Manager, one Program Manager, one Administrative Coordinator, and one Public Works Maintenance Technician. Buses are owned and maintained by Kern Transit; however, the daily operations and actual transit service are contracted to National Express Transit. Kern Transit began its five-year contract with National Express Transit on January 1, 2022. Kern Transit has a fleet of 60 buses, 40 of which are in service at any given time. The program includes fixed routes and demand response. In addition to transporting riders between Kern County’s rural communities, Kern Transit’s routes provide connections to public transit systems in the surrounding counties. Passenger trips average about 219,791 per year and buses clock revenue miles of approximately 1,941,000 per year. Kern County spans 8,000 square miles. The northern border is Delano, southern border is Frazier Park, eastern border is Ridgecrest, and western border is Taft.

Kern Transit primarily provides bus service from and between the outlying rural communities of Kern County to the metropolitan areas, which include Bakersfield, Lancaster, and Santa Clarita. Most of Kern Transit’s riders live in the communities outside of metropolitan Bakersfield. Kern Transit provides bus service to those communities with a population over 1,000 people.



2. TITLE VI NOTICE TO THE PUBLIC

The Public Notice is posted on the Kern Transit website in English, Spanish, Tagalog, Vietnamese, and Arabic.



TITLE VI PUBLIC NOTICE

As a recipient of federal funds, Kern Transit has certified and provided assurances that it will fully comply with Title VI of the Civil Rights Act of 1964. Kern Transit is committed to ensuring that no person shall be denied participation in its services or denied the benefits of its services on the basis of race, color or national origin, as protected by Title VI of the Civil Rights Act of 1964.

No person or group of persons shall be discriminated against with regard to the routing, scheduling or quality of transportation service that Kern Transit provides on the basis of race, color, or national origin. Frequency of service, age and quality of vehicles assigned to routes, quality of stations serving different routes and location of routes may not be determined on the basis of race, color or national origin, in full compliance with Title VI.

- ❖ If you believe you have been the subject of discrimination based on race, color or national origin, while using Kern Transit services, you may file a complaint. All complaints will be fairly and objectively investigated.
- ❖ To file a complaint, you may contact the Title VI Program Coordinator, at (661) 862-5032; info@kerntransit.org; 2700 M. Street, Suite 400, Bakersfield, CA 93301.
- ❖ A written complaint may be filed directly with the Federal Transit Administration: Title VI Program Coordinator, FTA Office of Civil Rights, East Building, 5th Floor – TCR, 1200 New Jersey Ave., S.E., Washington D.C. 20590.
- ❖ To request additional information on the County's non-discrimination practices or complaint procedure, please contact Kern Transit at (661) 862-5032. Or write to either info@kerntransit.org or 2700 M. Street, Suite 400, Bakersfield, CA 93301.
- ❖ If information is needed in another language, contact (661) 862-5032.



AVISO PÚBLICO del TÍTULO VI

Como beneficiario de fondos federales, Kern Transit esta obligado a cumplir con el Título VI del Acta de Derechos Civiles de 1964. Kern Transit se compromete a asegurar que ninguna persona sea negada la participación en sus servicios o negada los beneficios de sus servicios sobre la base de raza, color u origen nacional, protegidos por el Título VI del Acto de Derechos Civiles de 1964.

- ❖ Ninguna persona o grupo de personas deberá ser discriminado con respecto a las rutas, los horarios, o la calidad de servicio de transporte que Kern Tránsito provee' sobre la base de raza, color u origen nacional. Frecuencia de servicio, edad y calidad de los vehículos asignados a las rutas, calidad de las estaciones que sirven diferentes rutas y localización de las rutas no se pueden determinar sobre la base de raza, color u origen nacional, en plena conformidad con el Título VI.
- ❖ Si usted cree que ha sido sujeto de una práctica discriminatoria bajo el Título VI, durante el uso de servicios de Kern Transit, usted puede presentar una queja. Todas las quejas serán justa y objetivamente investigadas.
- ❖ Para presentar una queja, puede comunicarse con la Coordinadora del Programa Título VI, al (661) 862-5032; info@kerntransit.org ; 2700 "M" Street, Suite 400, Bakersfield, CA 93301.
- ❖ Puede presentar una queja por escrito directamente con la Administración Federal de Transito (Federal Transit Administración): Title VI Program Coordinator, FTA Office of Civil Rights, East Building, 5th Floor – TCR, 1200 New Jersey Ave., S.E., Washington D.C. 20590.
- ❖ Para solicitar información adicional sobre las prácticas no discriminatorias del condado, o el procedimiento de quejas, favor de comunicarse con Kern Transit al (661) 862-5032. O comuníquese por escrito a info@kerntransit.org; o al 2700 "M" Street, Suite 275B, Bakersfield, CA 93301.
- ❖ Si se necesita información en otra lengua, llame al (661)862-5032.



PAMAGAT VI PAMPUBLIKANG PAUNAWA

Bilang isang tatanggap ng mga pederal na pondo. Ang Kern Transit ay nag-certify at nagbigay ng mga katiyakan na ito ay ganap na susunod sa Pamagat VI ng Civil Rights Act of 1964. Ang Kern Transit ay nakatuon sa pagtiyak na walang tao ang tatanggihan sa pakikilahok sa mga serbisyo nito o pagkakaitan ng mga benepisyo ng mga serbisyo nito batay sa lahi, kulay o bansang pinagmulan, gaya ng protektado ng Pamagat VI ng Civil Rights Act of 1964.

Walang tao o grupo ng mga tao ang dapat na madiskrimina tungkol sa nakagawiang gawain. Pag-iskedyul o kalidad ng serbisyo sa transportasyon na ibinibigay ng Kern Transit batay sa lahi, kulay, o bansang pinagmulan. Ang dalas ng serbisyo, edad at kalidad ng mga sasakyan na itinalaga sa mga ruta, kalidad ng mga istasyon na naghahatid ng iba't ibang ruta at lokasyon ng mga ruta ay maaaring hindi matukoy batay sa lahi, kulay, o bansang pinagmulan, sa ganap na pagsunod sa Pamagat VI.

- ❖ Kung naniniwala kang naging paksa ka ng diskriminasyon batay sa lahi, kulay, o bansang pinagmulan habang gumagamit ng mga serbisyo ng Kern Transit, maaari kang magsampa ng reklamo. Ang lahat ng mga reklamo ay patas at layuning iimbestigahan.
- ❖ Upang maghain ng reklamo, maaari kang makipag-ugnayan sa Pamagat VI Program Coordinator, sa 661 862-5032; info@kerntransit.org; 2700 M Street, Suite 400, Bakersfield, CA 93301.
- ❖ Ang isang nakasulat na reklamo ay maaaring direktang ihain sa Federal Transit Administration: Title VI Program Coordinator, FTA Office of Civil Rights, East Building, 5th Floor - TCR, 1200 New Jersey Ave., S.E., Washington D.C. 20590.
- ❖ Upang humiling ng karagdagang impormasyon sa mga kasanayan sa walang diskriminasyon o pamamaraan ng reklamo ng County, mangyaring makipag-ugnayan sa Kern Transit sa (661) 862-5032. O sumulat sa info@kerntransit.org o 2700 M Street, Suite 400, Bakersfield, CA 93301.
- ❖ Kung kailangan ng impormasyon sa ibang wika, makipag-ugnayan sa (661) 862-5032.

THÔNG BÁO CÔNG KHAI VỀ MỤC VI

Là một đơn vị được nhận ngân sách liên bang, Kern Transit xác nhận và đảm bảo rằng Đơn vị sẽ tuân thủ đầy đủ Mục VI của Đạo luật Quyền Dân sự năm 1964. Kern Transit cam kết đảm bảo rằng không có cá nhân nào bị từ chối tham gia vào các dịch vụ của Đơn vị hoặc bị từ chối các quyền lợi của các dịch vụ vì lý do chủng tộc, màu da hoặc nguồn gốc quốc gia, như được bảo vệ bởi Mục VI của Đạo luật Quyền Dân sự năm 1964.

Không cá nhân hoặc tập thể nào bị phân biệt đối xử về vấn đề sắp xếp tuyến đường, lịch trình hoặc chất lượng của dịch vụ vận tải mà Kern Transit cung cấp vì lý do chủng tộc, màu da hoặc nguồn gốc quốc gia. Tần suất dịch vụ, tuổi và chất lượng của xe được chỉ định cho các tuyến đường, chất lượng các bến xe phục vụ trên các tuyến đường khác nhau và địa điểm các tuyến đường không được phép xác định dựa trên cơ sở chủng tộc, màu da, nguồn gốc quốc gia, và tuân thủ đầy đủ Mục VI.

- ❖ Nếu quý vị cho rằng quý vị bị phân biệt đối xử vì lý do chủng tộc, màu da hoặc nguồn gốc quốc gia trong khi sử dụng các dịch vụ của Kern Transit, quý vị có thể gửi đơn khiếu nại. Mọi khiếu nại sẽ được xem xét một cách công bằng và khách quan.
- ❖ Để gửi khiếu nại, quý vị có thể liên hệ Điều phối viên Chương trình Mục VI tại (661) 862-5032; info@kerntransit.org; 2700 Phố M, Phòng 400, Bakersfield, CA 93301.
- ❖ Quý vị có thể nộp một đơn khiếu nại viết tay trực tiếp đến Cơ quan Quản lý Vận tải Liên bang: Điều phối viên Chương trình Mục VI, Văn phòng Quyền Dân sự FTA, Tòa nhà Đông, Tầng 5 – TCR, 1200 Đường New Jersey, S.E., Washington D.C. 20590.
- ❖ Để yêu cầu thêm thông tin về các quy định không phân biệt đối xử của Quận hoặc quy trình khiếu nại, vui lòng liên hệ Kern Transit theo số (661) 862-5032. Hoặc quý vị có thể gửi thư tới info@kerntransit.org hoặc 2700 Phố M, Phòng 400, Bakersfield, CA 93301.
- ❖ Nếu quý vị cần thông tin bằng ngôn ngữ khác, vui lòng liên hệ (661) 862-5032.

Kern Transit

المذكرة العامة للفصل السادس

بصفتنا متلقون للتمويل الفيدرالي تعتمد كيرن ترانزيت وتوفر تأكيدات أنها سوف تمتثل للفصل السادس من قانون الحقوق المدنية لسنة 1964. نلتزم كيرن ترانزيت بضمان عدم حرمان أي شخص من المشاركة في خدماتها أو حرمانه من الحصول على فوائد خدماتها بسبب العرق أو اللون أو الأصل وهو ما يكفله الفصل السادس من قانون الحقوق المدنية لسنة 1964.

لا يجوز التمييز ضد أي شخص أو مجموعة من الأشخاص فيما يتعلق بالتوصيل أو المواعيد أو جودة خدمة النقل التي توفرها كيرن ترانزيت على أساس العرق أو اللون أو الأصل. لا يتحدد تردد الخدمة وعمر وجودة المركبات المخصصة للتوصيل وجودة المحطات التي تخدم الطرق المختلفة وموقع الطرق على أساس العرق أو اللون أو الأصل وهذا هو الامتثال الكامل للفصل السادس.

- إذا كنت تعتقد أنك تتعرض للتمييز على أساس العرق أو اللون أو الأصل وأنت تستخدم خدمات كيرن ترانزيت فيمكنك تقديم شكوى. سيتم التحقيق في جميع الشكاوى بشكل عادل وموضوعي.
- لتقديم الشكاوى يمكنك الاتصال بمنسق برنامج الفصل السادس على الرقم: 862-5032 (661) أو عبر البريد الإلكتروني info@kerntransit.org أو على العنوان 2700 شارع M - جناح 400 - بيكرسفيلد - كاليفورنيا 93301.
- يمكن تقديم الشكاوى الكتابية مباشرة إلى إدارة العبور الفيدرالي: منسق برنامج الفصل السادس - مكتب إدارة العبور الفيدرالي للحقوق المدنية - المبنى الشرقي - الطابق الخامس - 1200 TCR - نيوجيرسي إيف إس إي - واشنطن العاصمة 20590.
- لمزيد من المعلومات عن ممارسات عدم التمييز في المقاطعة أو إجراءات الشكاوى يرجى الاتصال بكيرن ترانزيت على الرقم 862-5032 (661) أو راسلنا إما عبر info@kerntransit.org أو على العنوان 2700 شارع M - جناح 400 - بيكرسفيلد - كاليفورنيا 93301.
- إذا كنت تريد الحصول على المعلومات بلغة أخرى يرجى الاتصال بالرقم: 862-5032 (661).

a. LOCATIONS OF PUBLIC NOTICE

Signs are posted in the following areas:

AREA	ADDRESS	
Public Services Building – Break Rooms	2700 M Street, Ste 400	Bakersfield, CA 93301
Transit Operator’s Main Office	5438 Victor Street	Bakersfield, CA 93308
Mojave Dispatch	16922 Airport Dr., Bldg #27	Mojave, CA 93501
Lake Isabella Dispatch	6616 Lake Isabella Blvd	Lake Isabella, CA 93240
Kern Transit Website	Kern Transit Title VI Non-Discrimination Policy	
Route Schedule Brochures	Kern Transit Routes & Schedules	
Bus Fleet		

Only published time-points are listed. All bus stops are shown on the route map. / Sólo paradas con horario son publicadas. Todas las paradas de autobús son mostradas en el mapa de ruta.

140 LAMONT to BAKERSFIELD NORTH						
Northbound / Dirección Norte	Monday – Friday / Lunes a Viernes					
Bus Stop	AM		PM			
IRVIN						
1 4th Avenue at Hill Street	5:50	9:30	1:00	3:00	4:30	6:30
LAMONT						
2 Buena Vista Blvd. at Main St.	6:05	9:45	1:15	3:15	4:45	6:45
3 Main St. at Hill Rd. - County Fair Market	6:10	9:50	1:20	3:20	4:50	6:50
4 Redbank Rd. at Weedpatch Hwy. (West)	6:20	10:01	1:31	3:31	5:01	7:01
BAKERSFIELD						
5 Nile St. at Fairfax Rd.	6:29	10:11	1:41	3:41	5:11	7:11
6 Target - Mail View Rd.	6:35	10:16	1:46	3:46	5:16	7:16
7 Bakersfield College - Panorama Dr.	6:42	10:23	1:53	3:53	5:23	7:23
8 Kern Medical Center - Flower St.	6:48	10:38	2:08	4:08	5:38	7:38
9 Downtown Transit Center	6:54	10:45	2:15	4:15	5:45	7:45
140 BAKERSFIELD NORTH to LAMONT						
Southbound / Dirección Sur	Monday – Friday / Lunes a Viernes					
Bus Stop	AM		PM		Monday-Thursday Lunes a Jueves	
BAKERSFIELD						
9 Downtown Transit Center	7:23	11:03	2:58	4:48	6:18	8:03 9:03
8 Kern Medical Center - Flower St.	7:34	11:14	3:09	4:59	6:29	8:14 9:14
7 Bakersfield College - Panorama Dr.	7:41	11:21	3:16	5:06	6:36	8:21 9:21
6 Target - Mail View Rd.	7:49	11:29	3:24	5:14	6:44	– –
5 Nile St. at Fairfax Rd.	7:56	11:36	3:31	5:21	6:51	– –
LAMONT						
4 Redbank Rd. at Weedpatch Hwy. (East)	8:06	11:46	3:41	5:31	7:01	8:39 9:39
3 Main St. at Hill Rd. - Chipres Plaza	8:16	11:56	3:51	5:41	7:11	8:46 9:46
2 Buena Vista Blvd. at Main St.	8:20	12:00	3:55	5:45	7:15	8:50 9:50
IRVIN						
1 4th Avenue at Hill Street	8:35	12:15	4:10	6:00	7:30	9:55 10:05

145 LAMONT to BAKERSFIELD SOUTH						
Northbound / Dirección Norte	Monday – Friday / Lunes a Viernes					
Bus Stop	AM	PM		AM	Sat-Sun / Sáb-Dom	PM
IRVIN						
10 4th Ave. at Hill St.	–	–	–	8:30	11:00	2:00 5:00
LAMONT						
11 Buena Vista Blvd. at Main St.	7:45	12:45	2:55	8:45	11:15	2:15 5:15
12 Main St. at Hill Rd.	7:50	12:50	3:00	8:50	11:20	2:20 5:20
13 Main St. at Panama Rd.	7:52	12:52	3:02	8:52	11:22	2:22 5:22
BAKERSFIELD						
14 Park & Ride - McKee Rd.	8:05*	1:05	3:15*	9:05	11:35	2:35 5:35
15 Walmart - Panama Ln.	8:12	1:12	3:22	9:12	11:42	2:42 5:42
16 Valley Plaza - White Rd.	8:21	1:21	3:31	9:21	11:51	2:51 5:51
17 Downtown Transit Center	8:35	1:35	3:45	9:35	12:05	3:05 6:05
145 BAKERSFIELD SOUTH to LAMONT						
Southbound / Dirección Sur	Monday – Friday / Lunes a Viernes					
Bus Stop	AM	PM		AM	Sat-Sun / Sáb-Dom	PM
BAKERSFIELD						
17 Downtown Transit Center	9:20	1:50	4:25	6:30	9:45	12:45 3:45 6:15
16 Valley Plaza - White Rd.	9:34	2:04	4:39	6:44	9:59	12:59 3:59 6:29
15 Walmart - Panama Ln.	9:45	2:15	4:50	6:55	10:10	1:10 4:10 6:40
14 Park & Ride - McKee Rd.	9:52*	2:22*	4:57*	7:02*	10:17	1:17 4:17 6:47
LAMONT						
13 Main St. at Panama Rd.	10:03	2:33	5:08	7:13	10:28	1:28 4:28 6:58
12 Main St. at Hill Rd.	10:05	2:35	5:10	7:15	10:30	1:30 4:30 7:00
11 Buena Vista Blvd. at Main St.	10:10	2:40	5:15	7:20	10:35	1:35 4:35 7:05
IRVIN						
10 4th Ave. at Hill St.	–	–	–	–	10:50	1:50 4:50 7:20

* Connects with GET Route 92. / Se conecta con la Ruta GET 92.

FARES & PASSES			
		GENERAL	REDUCED *
LOCAL ROUTES - FARES			
• Local Routes 1-10 & all Dial-A-Ride		\$2	\$1
INTERCOMMUNITY ROUTES - FARES			
• Routes 11-13, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100		\$3	\$1.50
CROSS-COUNTRY - FARES			
• Routes 101-110 for cross-country through Tehachas and Fresno Parks		\$5	\$2.50
ALL ROUTES - 31 DAY PASS & all Dial-A-Ride		\$65	\$32.50
LOCAL ROUTES ONLY - 31 DAY PASS & all Dial-A-Ride		\$45	\$22.50

*The reduced fare is available for youth (6-12) with proper identification, and to seniors (60+) and disabled passengers with a Kern Transit Reduced Fare Card.

Kern Transit www.kerntransit.org
800.323.2396
info@kerntransit.org

Route 140 and Route 145 Schedule Brochure

3. COMPLAINT PROCEDURE

The complaint procedure is posted on the Kern Transit website in English, Spanish, Tagalog, Vietnamese, and Arabic.

TITLE VI COMPLAINT PROCEDURE

Introduction

As a recipient of federal dollars, Kern Transit is required to comply with Title VI of the Civil Rights Act of 1964 and ensure that services and benefits are provided on a non-discriminatory basis. Kern Transit has in place the following Title VI Complaint Procedure which outlines the process for receiving, reviewing, and resolving Title VI complaints. This Procedure is consistent with guidelines found in the Federal Transit Administration Circular 4702.1B, dated October 1, 2012.

Submitting a Complaint

Any person who believes s/he has been discriminated against on the basis of race, color, or national origin by Kern Transit may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. The Form can be mailed to:

Kern Regional Transit
Title VI Compliance Coordinator
2700 M Street, Suite 400
Bakersfield, CA 93301

A complaint may also be made in person at the above address.
A complaint can be phoned to (661) 862-5032.

Investigation of Complaints

Kern Transit investigates complaints received no more than 90 days after the alleged incident. Kern Transit will only process complaints that are complete.

Within 10 business days of receiving the complaint, Kern Transit will review it to verify the incident occurred within Kern Transit's jurisdiction. The person submitting the complaint (complainant) will receive a letter informing him/her whether the complaint will be investigated by Kern Transit. Kern Transit will take no more than 30 days to investigate the complaint. If the investigation will take longer than 30 days, the complainant will be notified as to the cause of the extension.

If more information is needed to resolve the case, Kern Transit may contact the complainant. The complainant has 10 business days from the date of contact to send the additional information to Kern Transit. If Kern Transit is not contacted by the complainant or does not receive the additional information within 10 business days, Kern Transit can close the case.

A case can also be closed if the complainant states verbally or in writing that s/he no longer wishes to pursue the investigation.

After a review of the complaint, one of two letters will be sent to the complainant: either a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.

Appeals

If the complainant wishes to appeal the decision, s/he has 10 business days after the date of the letter to do so. The complainant must contact the Title VI Compliance Coordinator at the address / phone number listed above.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, East Building, 5th Floor – TCR, 1200 New Jersey Avenue SE, Washington, DC 20590. Complaints must be received within 180 days of the alleged incident

TÍTULO VI PROCEDIMIENTO DE QUEJA

Introducción

Como un receptor de dólares federales, Kern Transit tiene que cumplir con el Título VI del Acto de Derechos Civiles de 1964, y asegurar que los servicios y beneficios están proveídos sin discriminación. Kern Transit tiene este Título VI procedimiento de queja que se describe el proceso para revisar y resolver las quejas del Título VI. El procedimiento es consistente con las direcciones de la Federal Transit Administration Circular 4702.1B, de Octubre 1, 2012.

El Presentar de una Queja

Cualquier persona que cree que él o ella ha sido discriminado en base a raza, color u origen nacional por Kern Transit, puede presentar una queja de Título VI. Para presentar la queja, hay que completar y enviar la forma escrito de queja de Título VI. Se envía la forma a:

Kern Regional Transit
Title VI Compliance Coordinator
2700 M Street, Suite 400
Bakersfield, CA 93301

También puede presentar la queja en persona en la misma localidad, oficina 400.
Puede llamar a (661) 862-5032 con una queja.

La Investigación de Quejas

Kern Transit investigará las quejas recibidas a dentro de 90 días después del incidente alegado. Kern Transit solamente procesará las quejas que están completas.

Dentro de 10 días negocios de recibir la queja, Kern Transit le revisará para verificar que el incidente ocurrió dentro de la jurisdicción de Kern Transit. La persona que presenta la queja (querellante) recibirá una carta informándole si o no la queja será investigada. Kern Transit tendrá no más de 30 días para investigar la queja. Si la investigación se llevará más de 30 días, el querellante será notificado en cuanto a la causa de la extensión.

Si necesita más información para resolver el caso, Kern Transit puede comunicarse con el querellante. El querellante tiene 10 días negocios desde la fecha del contacto para enviar la información adicional al Kern Transit. Si el querellante no se pone en contacto con Kern Transit o Kern Transit no recibe la información adicional dentro de 10 días, Kern Transit puede cerrar el caso.

También se puede cerrar un caso si el querellante verbalmente o por escrito indica que ya no desea continuar la investigación.

Después de un repaso de la queja, uno de dos cartas se enviará al querellante: una carta de cierre o una carta de encontrar (LOF). Una carta de cierre resume las acusaciones y afirma que no hubo una violación del Título VI y que el caso será cerrado. Un LOF resume las denuncias y las entrevistas sobre el presunto incidente y explica si cualquier acción disciplinaria, entrenamiento adicional de los empleados, u otra acción ocurrirá.

El Proceso de Apelar

Si el querellante desea apelar la decisión, tiene 10 días negocios después de la fecha de la carta para hacerlo. El querellante tiene que ponerse en contacto con el Supervisor de Title VI en la localidad escrito arriba.

Una persona también puede presentar una queja directamente a la Administración Federal de Tránsito, FTA Office of Civil Rights, East Building, 5th Floor – TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

PAMAGAT VI PAMAMARAAN NG REKLAMO

Panimula

Bilang isang tatanggap ng mga pederal na dolyar, ang Kern Transit ay kinakailangang sumunod sa Pamagat VI ng Civil Rights Act of 1964 at tiyakin na ang mga serbisyo at benepisyo ay ibinibigay nang walang diskriminasyon. Inilagay ng Kern Transit ang sumusunod na Pamamaraan sa Pagreklamo sa Pamagat VI na nagbabalangkas sa proseso para sa pagtanggap, pagsusuri at paglutas ng mga reklamo sa Pamagat VI. Ang Pamamaraan na ito ay naaayon sa mga alituntuning makikita sa Federal Transit Administration Circular 4702.1B, na may petsang Oktubre 1, 2012.

Pagsusumite ng Reklamo

Sinumang tao na naniniwalang siya ay nadiskrimina batay sa lahi, kulay, o bansang pinagmulan ng Kern Transit ay maaaring maghain ng reklamo sa Pamagat VI sa pamamagitan ng pagkumpleto at pagsusumite ng Pamagat VI Form ng Reklamo ng ahensya. Ang Form ay maaaring ipadala sa koreo sa:

Kern Regional Transit
Pamagat VI Compliance Coordinator
2700 M Street, Suite 400
Bakersfield, CA 93301

Ang isang reklamo ay maaari ding gawin nang personal sa address sa itaas, Suite 400.
Ang isang reklamo ay maaaring tawagan sa (661) 862-5032.

Pagsisiyasat ng mga Reklamo

Inimbestigahan ng Kern Transit ang mga reklamong natanggap nang hindi hihigit sa 90 araw pagkatapos ng di-umano'y insidente. Ipoproceso lang ng Kern Transit ang mga reklamong kumpleto.

Sa loob ng 10 araw ng negosyo pagkatapos matanggap ang reklamo, susuriin ito ng Kern Transit upang i-verify ang insidente na naganap sa loob ng hurisdiksyon ng Kern Transit. Ang taong nagsumite ng reklamo (complainant) ay makakatanggap ng sulat na nagpapaalam sa kanya kung ang reklamo ay iimbestigahan ng Kern Transit o hindi. Ang Kern Transit ay tatagal ng hindi hihigit sa 30 araw upang siyasatin ang reklamo. Kung ang imbestigasyon ay tatagal ng higit sa 30 araw, aabisuhan ang nagrereklamo tungkol sa dahilan ng pagpapalawig.

Kung kailangan ng karagdagang impormasyon upang malutas ang kaso, maaaring makipag-ugnayan ang Kern Transit sa nagrereklamo. Ang nagrereklamo ay may 10 araw ng negosyo mula sa petsa ng pakikipag-ugnayan upang ipadala ang karagdagang impormasyon sa Kern Transit. Kung ang Kern Transit ay hindi nakontak ng nagrereklamo o hindi nakatanggap ng karagdagang impormasyon sa loob ng 10 araw ng negosyo, maaaring isara ng Kern Transit ang kaso.

Ang isang kaso ay maaari ding isara kung ang nagrereklamo ay nagsasaad sa salita o nakasulat na hindi na niya nais na ituloy ang imbestigasyon.

Pagkatapos ng pagsusuri sa reklamo, isa sa dalawang liham ang ipapadala sa nagrereklamo: alinman sa isang sulat ng pagsasara o isang sulat ng paghahanap (LOT). Ang isang sulat ng pagsasara ay nagbubuod sa mga paratang at nagsasaad na walang paglabag sa Title VI at isasara ang kaso. Binubuod ng LOF ang mga paratang at ang mga panayam hinggil sa pinaghihinalaang insidente, at ipinapaliwanag kung may anumang aksyong pandisiplina, karagdagang pagsasanay ng miyembro ng kawani, o iba pang aksyon na magaganap.

Nga apela

Kung nais ng nagrereklamo na iapela ang desisyon, mayroon siyang 10 araw ng negosyo pagkatapos ng petsa ng sulat para gawin ito. Ang nagrereklamo ay dapat makipag-ugnayan sa Pamagat VI Compliance Coordinator sa address / numero ng telepono na nakalista sa itaas.

Ang isang tao ay maaari ding direktang magsampa ng reklamo sa Federal Transit Administration, sa FTA Office of Civil Rights, East Building, 5th Floor - TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

QUY TRÌNH KHIẾU NẠI THEO MỤC VI

Giới thiệu:

Là một đơn vị được nhận ngân sách liên bang, Kern Transit được yêu cầu tuân thủ Mục VI của Đạo luật Quyền Dân sự 1964 và đảm bảo rằng các dịch vụ và quyền lợi được cung cấp trên cơ sở không phân biệt đối xử. Kern Transit áp dụng Quy trình Khiếu nại theo Mục VI như bên dưới, bao gồm các quy trình tiếp nhận, xem xét và giải quyết các khiếu nại theo Mục VI. Quy trình này nhất quán với những hướng dẫn nằm trong Thông tư về Quản trị Vận tải Liên bang 4702.1B ngày 1/10/2012.

Gửi đơn khiếu nại

Bất kỳ cá nhân nào cho rằng họ đã bị phân biệt đối xử vì lý do chủng tộc, màu da, hoặc nguồn gốc quốc gia bởi Kern Transit có thể gửi một đơn khiếu nại theo Mục VI bằng cách điền đầy đủ và nộp Mẫu khiếu nại theo Mục VI của cơ quan này. Mẫu đơn có thể được gửi qua thư đến:

Kern Regional Transit
Điều phối viên về tuân thủ Mục VI
2700 Phố M, Phòng 400
Bakersfield, CA 93301

Quý vị có thể khiếu nại trực tiếp tại địa chỉ bên trên, Phòng 400.

Quý vị cũng có thể khiếu nại qua số (661) 862-5032.

Điều tra khiếu nại

Kern Transit sẽ điều tra các khiếu nại đã tiếp nhận trong vòng không quá 90 ngày kể từ ngày diễn ra sự việc được tố cáo. Kern Transit sẽ chỉ xử lý những đơn khiếu nại hoàn chỉnh.

Trong vòng 10 ngày làm việc kể từ khi nhận được khiếu nại, Kern Transit sẽ xem xét và xác minh sự việc đã diễn ra trong thẩm quyền của Kern Transit. Người nộp đơn khiếu nại (người khiếu nại) sẽ nhận một thư thông báo để biết khiếu nại sẽ được điều tra bởi Kern Transit hay không. Kern Transit sẽ điều tra khiếu nại trong vòng không quá 30 ngày. Nếu việc điều tra kéo dài hơn 30 ngày, người khiếu nại sẽ được thông báo về lý do kéo dài.

Nếu cần thêm thông tin để giải quyết vụ việc, Kern Transit có thể liên hệ với người khiếu nại. Người khiếu nại có 10 ngày làm việc kể từ khi được thông báo để gửi thông tin bổ sung cho Kern Transit. Nếu Kern Transit không được người khiếu nại liên hệ lại hoặc không nhận được thông tin bổ sung trong vòng 10 ngày làm việc, Kern Transit có thể đóng vụ việc.

Vụ việc cũng có thể bị đóng nếu người khiếu nại tuyên bố bằng lời nói hoặc bằng văn bản rằng họ không muốn truy cứu nữa.

Sau khi xem xét khiếu nại, một trong hai thư sẽ được gửi đến người khiếu nại: một là thư đóng vụ việc hoặc thư thông báo kết quả (LOF). Thư đóng vụ việc sẽ tóm tắt các cáo buộc và tuyên bố không có sự vi phạm Mục VI và vụ việc sẽ được khép lại. Thư thông báo kết quả sẽ tóm tắt các cáo buộc và các cuộc phỏng vấn liên quan đến sự việc được tố cáo, giải thích liệu sẽ có hành động kỷ luật, sự đào tạo thêm cho nhân viên hoặc hành động nào khác được thực hiện hay không.

Kháng cáo

Nếu người khiếu nại muốn kháng cáo quyết định, họ có 10 ngày làm việc sau khi nhận được thư để kháng cáo. Người khiếu nại phải liên hệ với Điều phối viên về tuân thủ Mục VI theo địa chỉ / số điện thoại như trên.

Cá nhân cũng có thể nộp đơn khiếu nại trực tiếp với cơ quan Quản trị Vận tải Liên bang, tại Văn phòng Quyền Dân sự FTA, Tòa nhà Đông, tầng 5 – TCR, 1200 Đường New Jersey SE, Washington, DC 20590.

الفصل السادس لإجراء الشكوى

مقدمة:

بصفقتنا مستفيدون من الدولارات الفيدرالية يجب على كيرن ترانزيت الإمتثال للفصل السادس من قانون الحقوق المدنية لسنة 1964 والتأكد من أن الخدمات والمساعدات تقدم على أساس غير تمييزي. تطبيق كيرن ترانزيت الفصل السادس من إجراء الشكوى الذي ينظم عملية استلام ومراجعة وحل الشكاوى الموجودة في الفصل السادس. هذا الإجراء يتوافق مع المبادئ التوجيهية الموجودة في منشور إدارة العبور الفيدرالي رقم 4702.1B بتاريخ 1 أكتوبر 2012.

كيفية تقديم الشكوى:

أي شخص يعتقد أنه يتعرض أو أنها تتعرض للتمييز على أساس العرق أو اللون أو الأصل من كيرن ترانزيت يمكنه تقديم الشكوى الموجودة في الفصل السادس عن طريق ملاء وتقديم نموذج الشكوى في الفصل السادس. يمكن إرسال النموذج إلى:

كيرن ترانزيت
منسق الامتثال للفصل السادس
2700 شارع M - جناح 400
بيكرسفيلد - كاليفورنيا 93301

كما يمكن تقديم الشكوى شخصياً على العنوان أعلاه - جناح 400
ويمكن إرسال الشكوى عبر الهاتف على الرقم 862-5032 (661)

التحقيق في الشكوى:

تحقق كيرن ترانزيت بعد تلقي الشكوى بعد أقصى 90 يوم من الحادث المزعوم. سوف تحقق كيرن ترانزيت في الشكوى المكتملة فقط.

سوف تراجع كيرن ترانزيت الشكوى التي تتلقاها خلال 10 أيام عمل من أجل التحقق من الحادث الذي وقع في الدائرة القضائية الخاصة بكيرن ترانزيت. سوف يتلقى مقدم الشكوى (المدعي) خطاباً يخبره/ها عما إذا كانت كيرن ترانزيت ستقوم بالتحقيق في شكواه أم لا. تستغرق كيرن ترانزيت أكثر من 30 يوماً للتحقيق في الشكوى. إذا استغرق التحقيق أكثر من 30 يوماً ستقوم بإخباره عن سبب تمديد المدة.

إذا احتاجت كيرن ترانزيت لمزيد من المعلومات لحل القضية فإنها ستقوم بالاتصال بالمدعي. يمهّل المدعي 10 أيام عمل من تاريخ الاتصال لإرسال المعلومات الإضافية إلى كيرن ترانزيت. إذا لم تتلق كيرن ترانزيت اتصالاً من المدعي أو المعلومات الإضافية المطلوبة خلال 10 أيام عمل فإنها ستقوم بغلاق القضية.

يمكن أيضاً أن تغلق القضية إذا طلب المدعي شفهيّاً أو كتابياً أنه/أنها تريد مواصلة التحقيق.

بعد مراجعة الشكوى سوف نرسل للمدعي أحد الخطابين التاليين: إما خطاب إغلاق أو خطاب إثبات. يلخص خطاب الإغلاق الادعاءات ويوضح أنها ليست الانتهاك المذكور في الفصل السادس وأن القضية ستغلق. أما خطاب الإثبات يلخص الادعاءات والمقابلات الشخصية المتعلقة بالحادث المزعوم ويوضح عما إذا كان سيحدث أي إجراء تأديبي أو تدريب إضافي للموظف أو أي إجراء آخر.


النقض:

إذا أراد المدعي نقض القرار فإنه لديه 10 أيام عمل من تاريخ الخطاب لتقديم النقض. يجب على المدعي الاتصال بمنسق الامتثال للفصل السادس في العنوان أو عبر رقم الهاتف المذكوران أعلاه.

كما يمكن للشخص تقديم الشكوى مباشرة إلى إدارة العبور الفيدرالي عن طريق مكتب إدارة العبور الفيدرالي للحقوق المدنية - المبنى الشرقي - الطابق الخامس - 1200 - TCR نيو جيرسي إيفنيو إم إي - واشنطن العاصمة 20590

4. COMPLAINT FORM

The complaint form is posted on the Kern Transit website in English, Spanish, Tagalog, Vietnamese, and Arabic.


TITLE VI COMPLAINT FORM
Section I: (Please write legibly)
1. Name: _____
2. Address: _____
3. Telephone: _____ 3.a. Secondary Phone (optional): _____
4. Email Address (optional): _____
5. Accessible Format Requirements? <input type="checkbox"/> None OR <input type="checkbox"/> Large Print <input type="checkbox"/> Audio Tape <input type="checkbox"/> TDD <input type="checkbox"/> Other
Section II:
6. Are you filing this complaint for yourself? Yes* _____ No _____ *If you answered "yes" to #6, go to Section III.
7. If you answered "no" to #6, what is the name of the person for whom you are filing this complaint? Name: _____
8. What is your relationship with this person? _____
9. Please explain why you have filed for this person: _____
10. Have you obtained permission from this person to file a complaint? Yes ___ No ___
Section III:
11. I believe the discrimination I experienced was based on (check all that apply): <input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin
12. Date of alleged discrimination: _____
13. Explain what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known), as well as names and contact information of any witnesses. If more space is needed, please use the back of this form. _____ _____ _____ _____

Section IV:

14. Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

Yes _____ No _____

If yes, check all that apply:

☐ Federal Agency _____ ☐ State Agency _____

☐ Federal Court _____ ☐ Local Agency _____

☐ State Court _____

15. If you answered "yes" to #14, provide information about a contact person at the agency/court where the complaint was filed.

Name: _____

Title: _____

Agency: _____

Address: _____

Telephone: _____ Email: _____

Section V:

Name of Transit Agency complaint is against: _____

Contact Person: _____

Telephone: _____

You may attach written materials or other information you think is relevant to your complaint.

Signature and date are required to complete this form:

Signature _____ Date _____

Please submit this form in person or mail this form to the address below:

Kern Transit
Title VI Compliance Coordinator
2700 M Street Suite 400
Bakersfield, CA 93301



FORMULARIO DE QUEJAS DEL TÍTULO VI

Sección I: (Por favor escriba en forma legible)

1. Nombre: _____
2. Dirección: _____
3. Teléfono: _____ 3.a. Teléfono secundario (opcional): _____
4. Correo Electrónico (opcional): _____
5. ¿Requiere de formato accesible para este formulario? ☐ Ninguno ☐
☐ Letras Grande ☐ Cinta de Audio ☐ TDD ☐ Otros

Sección II:

6. ¿Está completando esta queja para usted mismo? Sí* _____ No _____
*Si usted contestó "sí" a la pregunta #6, continúe a la sección III.
7. Si usted contestó "no" a la pregunta #6, ¿Cuál es el nombre de la persona para la cual usted está presentando esta queja? Nombre: _____
8. ¿Cuál es su relación con esta persona? _____
9. Por favor, explique por qué usted está presentando esta queja para esta persona: _____
10. ¿Ha obtenido el permiso de esta persona para presentar una queja? Sí _____ No _____

Sección III:

11. Yo creo que fui discriminado basado en (marque todo lo que corresponda):
☐ Raza ☐ Color ☐ Origen Nacional
12. Fecha de la discriminación: _____
13. Explique lo que pasó y por qué cree que fue discriminado. Describa a todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de la(s) persona(s) que lo haya(n) discriminado (si se conoce), también los nombres y la información de contacto de los testigos. Si necesita más espacio, por favor use el reverso de este formulario.

Sección IV:

14. ¿Ha presentado esta queja con otra agencia federal, estatal, local, o cualquier corte federal o estatal?

Sí _____ No _____

Si contesto "Sí" marque todo lo que corresponda y continúe a la pregunta #15:

[] Agencia Federal _____ [] Agencia del Estado _____
[] Corte Federal _____ [] Agencia Local _____
[] Corte del Estado _____

15. Provea información acerca de la persona con cual se contactó en la agencia/corte donde se presentó la queja.

Nombre: _____
Título: _____
Agencia: _____
Dirección: _____
Teléfono: _____ E-mail: _____

Sección V:

Nombre de la Agencia de Tránsito referida en la queja: _____
Persona de Contacto: _____
Teléfono: _____

Puede incluir material imprimido o cualquier otra información que considere relevante a su queja.

Se requiere firma y fecha al completar este formulario:

Firma _____ Fecha _____

Favor de entregar este formulario en persona o enviarlo por correo a la siguiente dirección:

Kern Transit
Title VI Compliance Coordinator
2700 M Street Suite 400
Bakersfield, CA 93301



PAMAGAT VI FORM NG REKLAMO

Seksyon I: (Mangyaring sumulat nang malinaw)

1. Pangalan _____
2. Tirahan _____
3. Telepono _____ 3.a. Pangalawang Telepono (opsyonal) _____
4. Email Address (opsyonal) _____
5. Naa-access na Mga Kinakailangan sa Format? ☐ Wala ☐
☐ Malaking Print ☐ Audio Tape ☐ TDD ☐ Iba pa

Seksyon II:

6. Ikaw ba ay nagsampa ng reklamong ito para sa iyong sarili? Oo* _____ Hindi _____

*Kung "oo" ang sagot mo sa #6, pumunta sa Seksyon III.
7. Kung "hindi" ang sagot mo sa #6, ano ang pangalan ng taong pinaghain mo ng reklamong ito? Pangalan: _____
8. Ano ang relasyon mo sa taong ito? _____
9. Pakipaliwanag kung bakit ka nagsampa para sa taong ito: _____
10. Nakakuha ka ba ng pahintulot mula sa taong ito na magsampa ng reklamo? Oo _____
Hindi _____

Seksyon III:

11. Naniniwala ako na ang diskriminasyong naranasan ko ay batay sa (lagyan ng tsek ang lahat ng naaangkop):
☐ Lahi ☐ Kulay ☐ Pambansang lahi
12. Petsa ng di-umano'y diskriminasyon: _____
13. Ipaliwanag kung ano ang nangyari at kung bakit ka naniniwala na ikaw ay na-diskrimina. Ilarawan ang lahat ng taong kasangkot. isama ang pangalan at impormasyon sa pakikipag-ugnayan ng mga taong nagdiskrimina laban sa iyo (kung kilala), pati na rin ang mga pangalan at impormasyon sa pakikipag-ugnayan ng sinumang saksi Kung kailangan ng karagdagang espasyo mangyaring gamitin ang likod ng form na ito.

Seksyon IV:

14. Naihain mo na ba ang reklamong ito sa alinmang ibang Pederal, Estado, o lokal na ahensya, o sa alinmang hukuman ng Pederal o Estado?

Oo _____ Hindi _____

Kung oo, suriin ang lahat ng naaangkop:

☐ Pederal na Ahensya _____ ☐ Ahensya ng Estado _____

☐ Hukumang Pederal _____ ☐ Lokal na Ahensya _____

☐ Hukuman ng Estado _____

15. . Kung sumagot ka ng "oo" sa #14, magbigay ng impormasyon tungkol sa isang contact person sa ahensya/hukuman kung saan inihain ang reklamo.

Pangalan _____

Pamagat: _____

Ahensya: _____

Address: _____

Telepono: _____ Email: _____

Seksyon V:

Ang pangalan ng reklamo ng Transit Agency ay laban sa: _____

Kontak Person: _____

Telepono: _____

Maaari kang mag-attach ng mga nakasulat na materyales o iba pang impormasyon na sa tingin mo ay may kaugnayan sa iyong reklamo.

Pirma at petsa ay kinakailangan upang makumpleto ang form na ito:

Lagda _____ Petsa _____

Mangyaring isumite ang form na ito nang personal o ipadala ang form na ito sa address sa ibaba:

Kern Transit

Title VI Compliance Coordinator

2700 M Street Suite 400

Bakersfield, CA 93301



MẪU KHIẾU NẠI THEO MỤC VI

Phần I: (Vui lòng ghi rõ)

1. Họ tên: _____
2. Địa chỉ: _____
3. Điện thoại: _____ 3.a. Điện thoại thứ 2 (không bắt buộc): _____
4. Địa chỉ email (không bắt buộc): _____
5. Quý vị có yêu cầu gì về định dạng được dùng hay không? ☐ Không HOẶC
☐ In cỡ lớn ☐ Bảng âm thanh ☐ TDD ☐ Khác

Phần II:

6. Quý vị đang khiếu nại cho bản thân? Đúng* _____ Không _____
*Nếu trả lời "đúng" cho câu 6, hãy chuyển sang Phần III.
7. Nếu trả lời "không" cho câu 6, vậy quý vị đang khiếu nại cho người nào?
Họ tên: _____
8. Quan hệ của quý vị với người này là gì? _____
9. Vui lòng giải thích lý do quý vị khiếu nại cho người này: _____
10. Quý vị có được người này cho phép khiếu nại hộ không? Có__ Không__

Phần III:

11. Tôi tin rằng tôi đã bị phân biệt đối xử vì lý do (có thể tích nhiều hơn một):
☐ chủng tộc ☐ Màu da ☐ Nguồn gốc quốc gia
12. Ngày diễn ra sự việc được cho là phân biệt: _____
13. Giải thích sự việc đã diễn ra và lý do quý vị cho rằng quý vị bị phân biệt. Mô tả tất cả những người có liên quan. Liệt kê tên và thông tin liên lạc của những người đã phân biệt đối xử với quý vị (nếu biết), cũng như tên và thông tin liên lạc của bất kỳ nhân chứng nào. Nếu quý vị cần thêm khoảng trống, vui lòng sử dụng mặt sau của mẫu này.

Phần IV:

14. Quý vị đã nộp đơn khiếu nại này đến bất kỳ cơ quan Liên bang, Tiểu bang hay địa phương, hoặc bất kỳ tòa án Liên bang hay Tiểu bang nào hay chưa?

Có _____ Không _____

Nếu có, hãy tích vào tất cả các lựa chọn đúng:

[] Cơ quan Liên bang _____ [] Cơ quan Tiểu bang _____

[] Tòa án Liên bang _____ [] Cơ quan địa phương _____

[] Tòa án Tiểu bang _____

15. Nếu trả lời “có” ở câu 14, hãy cung cấp thông tin về một người liên hệ tại cơ quan/tòa án nơi đã nộp đơn khiếu nại.

Họ tên: _____

Chức danh: _____

Cơ quan: _____

Địa chỉ: _____

Điện thoại: _____ Email: _____

Phần V:

Tên của Đơn vị vận tải bị khiếu nại: _____

Người liên hệ: _____

Điện thoại: _____

Quý vị có thể đính kèm các giấy tờ hoặc thông tin khác mà quý vị cho rằng có liên quan đến khiếu nại. Phải ký tên và ghi ngày để hoàn thành mẫu này:

Chữ ký _____ Ngày _____

Vui lòng gửi mẫu này trực tiếp hoặc qua thư đến địa chỉ bên dưới:

Kern Transit
Điều phối viên về tuân thủ Mục VI
2700 Phố M, Phòng 400
Bakersfield, CA 93301

Kern Transit

نموذج شكوى الفصل السادس

القسم الأول: (يرجى الكتابة بشكل واضح)

- 1- الاسم: _____
- 2- العنوان: _____
- 3- رقم الهاتف: _____ 3-أ. رقم هاتف آخر (اختياري): _____
- 4- البريد الإلكتروني (اختياري): _____
- 5- متطلبات التنسيق التي يمكن الوصول إليها؟ () لا يوجد أو () طباعة كبيرة () شريط صوتي () TTD () أخرى ()

القسم الثاني:

- 6- هل تقوم بملء هذه الشكوى بنفسك؟
نعم * _____ لا _____
- *إذا كانت إجابتك "نعم" على السؤال رقم 6 إذهب للقسم الثالث.
- 7- إذا كانت إجابتك "لا" على السؤال رقم 6 ما هو اسم الشخص الذي تقوم بتقديم الشكوى بالنيابة عنه؟ الاسم: _____
- 8- ما هي علاقتك بهذا الشخص؟ _____
- 9- يرجى ذكر لما تقوم بتقديم هذه الشكوى بالنيابة عن هذا الشخص: _____
- 10- هل حصلت على إذن من هذا الشخص لتقديم الشكوى؟ نعم _____ لا _____

القسم الثالث:

- 11- أعتقد أن التمييز الذي تعرضت له كان بسبب (اختر كل ما ينطبق)
() العرق () اللون () الأصل
- 12- تاريخ واقعة التمييز: _____
- 13- اشرح ما الذي حدث ولما تعتقد أنه تم التمييز ضدك؟ اذكر جميع الأشخاص المتورطين في الواقعة. واذكر اسم وبيانات الاتصال الخاصة بالشخص الذي قام بالتمييز ضدك (إذا كنت تعرفها) وكذلك أسماء وبيانات الاتصال الخاصة بالشهود. إذا كنت تحتاج إلى مساحة أكبر للكتابة استخدم الجانب الخلفي لهذا النموذج.

القسم الرابع:

14- هل قمت بتقديم هذه الشكوى إلى أي وكالة محلية أو فيدرالية أو تابعة للولاية أو للمحكمة الفيدرالية أو محكمة الولاية؟

نعم _____ لا _____

إذا كانت الإجابة نعم اختر كل ما ينطبق من الآتي:

() وكالة فيدرالية () وكالة تابعة للولاية

() المحكمة الفيدرالية () وكالة محلية

() محكمة الولاية

15- إذا كانت إجابتك "نعم" على السؤال رقم 14 اذكر بيانات الشخص الذي يمكن الاتصال به في الوكالة/المحكمة حيث قدمت الشكوى.

الاسم: _____

المنصب: _____

الوكالة: _____

العنوان: _____

رقم الهاتف: _____ البريد الإلكتروني: _____

القسم الخامس:

اسم وكالة الترانزيت التي تقدم الشكوى ضدها: _____

الشخص الذي يمكن الاتصال به: _____

رقم الهاتف: _____

يمكنك إرفاق مواداً مكتوبة أو معلومات إضافية تعتقد أنها ذات صلة بشكواك.

التوقيع والتاريخ ضروريان لإكمال النموذج:

التوقيع: _____ التاريخ: _____

يرجى تقديم هذا النموذج شخصياً أو إرساله بالبريد على العنوان التالي:

كيرن ترانزيت

منسق الامتثال للفصل السادس

2700 شارع M - جناح 400

بيكرسفيلد - كاليفورنيا 93301

5. PUBLIC PARTICIPATION PLAN

In the world of public transportation, the success of Kern Transit as a provider depends on a solid ridership. Solid ridership ensues from offering buses, routes, schedules, fares, and amenities that meet the needs of Kern Transit's riders. To learn and understand the needs of its riders, Kern Transit currently conducts outreach through four methods: public meetings, community events/forums, media, and ride-a-longs. Kern Transit also learns the needs of its riders through daily communication with the transit provider.

Public Meetings

Public meetings are scheduled as needed when major changes in routes, schedules, or fares are planned. They are also scheduled every other year for unmet needs discussions. Kern Transit staff typically travel to ten rural communities served by the County's rural bus system. Meetings are scheduled in community buildings such as senior centers, recreation centers, libraries, and public meeting rooms. Free transportation to the meeting is provided upon request. Meetings are held in the evening to accommodate the working population. Staff conducting the meetings are bilingual in English and Spanish.

Community Events/Forums

Kern Transit participates in several community events each year and joins activities with other organizations that promote alternative modes of transportation. The community events provide a forum for Kern Transit to distribute its information, receive public input, and answer questions from current riders as well as those considering bus transportation. The community organizations combine resources to educate and encourage the public about transportation alternatives. Promotional opportunities occur at schools, parks, break-out sessions of seminars, and job fairs. Kern Transit participates with Bike Bakersfield and Blue Sky Partners. Staff attending the events are bilingual in English and Spanish.

Media

The specific media employed includes leaflets, posters on buses and bus stops, newspaper notices, the Kern Transit website, Twitter, Facebook, and billboards. Kern Transit's operator distributes leaflets on all buses for different types of events including holiday hours, bus stop changes, conduct reminders, public meeting notices, special event notices, and changes in routes/schedules. Information is distributed through Bakersfield Amtrak, senior and community resource centers, Bakersfield Chamber of Commerce, Bakersfield College, and Golden Empire Transit. Notices for public meetings are published in local newspapers. All written materials are provided in English and Spanish.

Ride-a-Longs

Staff ride all or part of a route or routes a few times each year. Some ride-a-longs are done by a ghost staff to observe the driver's interaction with riders and to gather unabridged information from riders. Most of the ride-a-longs are done with full knowledge of the drivers and passengers. These trips help gather information about the performance of the Kern Transit system.

a. SUMMARY OF OUTREACH EFFORTS 2021 – 2023

- 2021
 - COVID-19 Mass Vaccination Clinic
 - Ride Share Week
 - Unmet Needs Meetings
 - Whiskey Flat Days

- 2022
 - Bakersfield College Student Involvement Festival
 - Kern County Fair (at Kern COG booth)
 - McFarland High School at Bakersfield College Homecoming
 - Ride Share Week at Golden Empire Transit Downtown
 - Ride Share Week at California State University, Bakersfield
 - Transit Tuesday
 - Unmet Needs Meetings
 - Whiskey Flat Days

- 2023
 - Bakersfield Adult School
 - Bakersfield College Campus Rush Back to School
 - Bakersfield College Student Involvement Festival
 - California State University of Bakersfield Resource Fair
 - California State University of Bakersfield Week of Welcome
 - Cellan Central Valley College Open House
 - Frazier Park Fiesta Days
 - Kern County Department Human Services (KCDHS) Bakersfield Team Leads
 - KCDHS Countywide Directors & Assistant Directors
 - KCDHS Employee Resource Fair
 - Kern County Library “Lunch at the Library”
 - Mojave Senior Center Presentation Luncheon
 - Taft College Spring Semester Outreach
 - Tehachapi Community Connections Collaborative Meetings
 - Unmet Needs Meetings
 - Unite Us Kern Community Foundation Partner Spotlight
 - Touch-A-Truck at Beale Library

6. LANGUAGE ASSISTANCE PLAN

This language assistance plan was developed during the process of preparing Kern Transit’s Title VI Program in 2014 to ensure that Kern Transit services are accessible to Limited English Proficient (LEP) individuals. Title VI of the 1964 Civil Rights Act is one of two federal mandates that guarantees the provision of meaningful access to federally funded services for LEP individuals. The Act prohibits federally funded agencies from discriminating against individuals based on race, color, or national origin.

The second federal mandate is the President’s Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency” (August 2000). This instructs federal agencies to improve access to services by mandating that any federally conducted or assisted programs or activities must provide meaningful access to LEP customers.

a. LANGUAGE ASSISTANCE GOALS

Kern Transit will provide meaningful access to language services to riders who have limited English proficiency through a language assistance plan. The plan will be reviewed and revised as necessary for resubmission every three years with Kern Transit’s Title VI Plan.

b. FOUR FACTOR ANALYSIS – MEANINGFUL ACCESS

i. Factor #1: Number or Proportion of LEP Individuals

According to the U.S. Census Bureau, the 2021 American Community Survey estimates that 46% of the total Kern County population over the age of five years speaks a language other than English. Of that percentage, 90% speak Spanish, 3% speak other “Indo-European” languages, and 2% speak Tagalog.

The Census data shows that Spanish, Tagalog, Vietnamese, and Arabic fall outside of the United States Department of Transportation’s “Safe Harbor Provision.” The Provision provides written materials of vital documents for LEP populations that amount to over 5% or 1,000 individuals, whichever is less.

TABLE C16001 – LANGUAGE SPOKEN AT HOME FOR POPULATION 5 YEARS AND OVER				
Kern County	Spanish	Tagalog	Vietnamese	Arabic
Estimated # of Persons who Speak English less than “Very Well”	139,192	3,292	1,873	1,173

Federal Transit Authority Circular 4702.1B:

"DOT has adopted DOJ's Safe Harbor Provision, which outlines circumstances that can provide a "safe harbor" for recipients regarding translation of written materials for LEP populations. The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations. Translation of non-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5%) trigger, the

recipient is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.

These safe harbor provisions apply to the translation of written documents only. They do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable. A recipient may determine, based on the Four Factor Analysis, that even though a language group meets the threshold specified by the Safe Harbor Provision, written translation may not be an effective means to provide language assistance measures. For example, a recipient may determine that a large number of persons in that language group have low literacy skills in their native language and therefore require oral interpretation. In such cases, background documentation regarding the determination shall be provided to FTA in the Title VI Program."

The Spanish speaking population is pervasive throughout Kern County with the population centers being metropolitan Bakersfield, and communities southeast and northwest of Bakersfield. Route 110 services the northwest communities and comprises 14% of Kern Transit's ridership. Routes 140, Route 145, and the Lamont Dial-A-Ride service the southeast communities and comprise 18% of total system ridership.

The most-spoken Asian language is Filipino/Tagalog. Most of the Filipino population in Kern County resides in Delano. Route 110 services Delano in addition to the cities of Bakersfield, Shafter McFarland, and Wasco. That route comprises 14% of total system ridership.

The U.S. Census data from 2021 is currently used by Kern Transit to generalize that the same proportion of LEPs in the general population may use the transit system.

ii. Factor #2: Frequency of Contact with the Program

Points of daily contact for LEP persons utilizing Kern Transit include bus transportation, walk-ins at the Public Services Building in Bakersfield, purchasing tickets with the Token Transit mobile app, asking questions over the phone, emails, the website, and social media accounts. Less frequent points of contact include the annual unmet transit needs meetings, presentations regarding the agency's services, and public events. In addition, Kern Transit offers riders the opportunity to complete a rider survey, which has been made available on the Kern Transit website.

iii. Factor #3: Nature and Importance of the Program

A rider survey was most recently made available between the months of January and July 2023 for Kern Transit riders to provide feedback. The rider survey continually gathers information from Kern Transit's users. The data thus far shows the following breakdown, explaining the purpose of the riders' trips. Except for social/personal purposes, the rest of these activities can be considered necessary and critical to people's lives.

Medical	20%
Work	20%
Home	17.5%
Social / Personal	20%

Education 15%

Market / Store 7.5%

According to the survey results, about 68.3% of the riders would not have been able to make their trip if Kern Transit's rural public transportation were not available. Therefore, the importance of Kern Transit's services can be considered vital by the majority of the agency's riders.

iv. Factor #4: Resources Available

Kern Transit employs four persons, one of whom is bilingual in English and Spanish. National Express employs 44 bus drivers, 14 of them being Spanish speaking. Additionally, in the National Express administrative offices, there are 19 staff members, seven of whom are native Spanish speakers. The route schedules are in English and Spanish. All written materials are distributed in English and Spanish, as well. There is no additional cost associated with the Spanish translation as generally Kern Transit staff does the translation. The documents are copied in-house and done two-sided.

c. PROVISION OF SERVICE

Based on the statistics, Kern Transit recognizes the need to provide written and oral access to Spanish speakers. Although the proportion of Tagalog speakers is quite small, Kern Transit will endeavor to have oral access to Tagalog speakers.

The following is a list of the LEP services currently provided:

- Spanish conversation provided by native speakers on many buses, at the Kern Transit office, at the National Express office, in person, and via phone calls.
- Community meetings in heavily LEP populated communities conducted in Spanish.
- Community events staffed by bilingual personnel.
- Family/friends of all ages welcomed and encouraged to assist LEP individuals to communicate with drivers.
- Leaflets/flyers to notice service changes, service alerts, and community meetings distributed in Spanish.
- Critical information and vital documents on the Kern Transit website are provided in Spanish.
- Federal and State mandated postings regarding laws, policies, and special programs translated to Spanish.
- Website content is translatable into 132 different languages as provided by an embedded Google Translate widget.

The following is a list of the LEP services Kern Transit will implement:

Non-native/bilingual bus drivers on affected routes will be provided with nametags indicating they speak Spanish and/or Filipino/Tagalog (if applicable).

d. LANGUAGE ASSISTANCE SERVICES AND AVAILABILITY

There are no formal practices that notify the LEP populations of the availability of language assistance services. Kern Transit's bilingual drivers automatically converse with the Spanish speakers in Spanish. The great majority of the agency's documents are, as a matter of practice, published in Spanish. Spanish speakers do not have to inquire about the availability of language service as they are automatically provided.

Notwithstanding the above, Kern Transit will comply with Executive Order 13166 by posting notices in the buses of available translation services and will provide drivers with nametags indicating they speak non-native language(s), if applicable. The website will indicate the availability of translation services.

e. STAFF TRAINING

Four of Kern Transit's staff members are employed by the County of Kern in the Public Works Department. As County employees, they have received the County's Title VI and LEP training. Kern Transit employees will provide the following training to the employees of Kern Transit's contracted service provider, National Express Transit:

- Information on Title VI Policy and LEP responsibilities.
- Description of language assistance services offered to the public.
- Nametags indicating non-native/bilingual language capability of drivers.
- Documentation of language assistance requests and instances of service.
- How to handle a potential Title VI/LEP complaint.

f. MONITORING

Kern Transit will update the LEP Plan as required. At a minimum, the plan will be updated every three years concurrent with updating and submitting the Title VI Program.

Monitoring will include the following:

- How the needs of LEP persons have been addressed.
- Determination of the current LEP population in the service area.
- Determination as to the need for additional translation services.
- Determine whether local language assistance programs have been effective and sufficient to meet the need.
- Maintain a Title VI/LEP complaint log.
- Evaluate Kern Transit's response to Title VI/LEP complaints.
- Determine whether Kern Transit fully complies with Executive Order 13166.

7. STATEMENTS

a. TRANSIT-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS

There have been no known public transportation-related Title VI or civil rights investigations, complaints, or lawsuits filed against Kern Transit on the basis of race, color, and/or national origin in transit-related activities and programs.

b. NON-ELECTED COMMITTEES AND COUNSELS

Kern Transit does not have any non-elected committees or counsels. Kern Transit is a division of the Kern County Public Works Department and is therefore subject to county ordinances, policies, and procedures.

c. DETERMINATION OF SITE OR LOCATION OF FACILITIES

Kern Transit has not made any determination as to site for facilities as defined by Title 49 CFR part 21, Appendix C, Section (3)(iv), nor constructed new facilities. Kern Transit is in the process of constructing a transit center in Mojave that will eventually include a maintenance facility and an operations center. However, the land acquisition did not involve the displacement of persons from their residences nor businesses. Therefore, no Title VI equity study is required.

8. SYSTEMWIDE SERVICE STANDARDS

a. VEHICLE LOAD

California Vehicle Code Section 1217:

(b) Weight. No more passengers shall be transported than the number whose weight, in addition to the weight of any property transported, can be carried without exceeding the manufacturer's maximum gross vehicle weight (MGVW) rating or the combined maximum rating of the tires supporting each axle.

(e) Standing Passengers. A vehicle shall not be put in motion until all passengers are seated, and all passengers must remain seated while the vehicle is in motion. Standing passengers are permitted only on a bus (except a school bus, SPAB, or youth bus) operated in regularly scheduled passenger stage service, urban and suburban service by a common carrier, or publicly-owned transit system, and equipped with grab handles or other means of support for standing passengers, and constructed so that standing room in the aisle is at least 74 inches high.

Standing passengers are allowed as Kern Transit's buses are properly equipped. However, the weight of a passenger-filled bus is not feasible to determine. Thus, Kern Transit has elected to establish the vehicle load at a ratio of 1.25 passengers to the number of seats on a vehicle, assuming one-fourth more passengers will not cause the bus to exceed the MGVW. There is one route on which no standing is allowed due to the tight curves of the mountain road.

b. VEHICLE HEADWAY

The bus service is rural with the shortest trip being 45 miles apart, from origin to destination. Kern Transit's headways range from two hours on the heavier traveled and/or shorter routes to four hours for the less traveled and/or longer routes.

c. ON-TIME PERFORMANCE

Kern Transit has transitioned to a new system for tracking and calculating on-time performance. The new system counts service cancellations as a zero percentage when cancellations cannot be avoided such as due to extreme weather, road closures, or emergencies. While keeping this in mind, Kern Transit's on-time performance has averaged out to 87.33%. Performance is considered on-time when actual arrival time is between less than zero and ten minutes of scheduled arrival time. There are no early departures.

d. SERVICE AVAILABILITY

Kern Transit provides fixed route and demand response service to all communities with a population of 1,000 or more, covering the 8,000 square miles of Kern County. Buses operate system-wide from 4:00 a.m. to 11:00 p.m. Factors considered to establish stops include housing density of the area, frequency of use, types of businesses accessed from the stop, site safety for passengers, and traffic safety for drivers. Demand response, otherwise known as Dial-A-Ride, is available to all riders. Dial-A-Ride will transport passengers from home to a fixed route bus stop or from home to a variety of destinations. Also, passengers can ride a bike to bus stops as all buses are equipped with bike racks.

9. SYSTEM-WIDE SERVICE POLICIES

a. DISTRIBUTION OF TRANSIT AMENITIES

All bus stops are designated with a 12” X 18” sign depicting Kern Transit’s colors and logo while also indicating the routes using that stop. Kern Transit’s phone number and website are provided at each stop. Additionally, the agency shares bus stops with shelters owned by Golden Empire Transit, Antelope Valley Transit Authority, Santa Clarita Transit, Delano Area Transit, and the City of Tehachapi. System-wide, Kern Transit has 23 bus shelters. Each shelter provides seating, a shade canopy, and a waste receptacle. All shelters are wheelchair accessible. Passenger information at the shelters includes route maps and schedules. Schedules are also available on buses and at the National Express and Kern Transit offices. Schedules are mailed upon request and are available online. Kern Transit’s website and the Transit smartphone app depict bus location and predicted arrival/departure times. A transit center in Mojave is under construction and expected to be completed in 2023. The center will house a ticket office, restrooms, a water refill station, indoor seating, outdoor seating in shade, four bus bays, and a park-and-ride.

b. VEHICLE ASSIGNMENT

Vehicle assignment is based on the following three factors: 1) Fuel type such as CNG, diesel, and gas. CNG buses can only be assigned to routes where there are CNG fueling stations. 2) Road design: The 40-foot buses cannot be assigned to one particular route due to the tight curves of a mountain canyon road and the narrowness of the mountain community roads. 3) Capacity needed for ridership.